

# Systems Management

The new way to manage, monitor and maintain IT systems

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# Improve company productivity

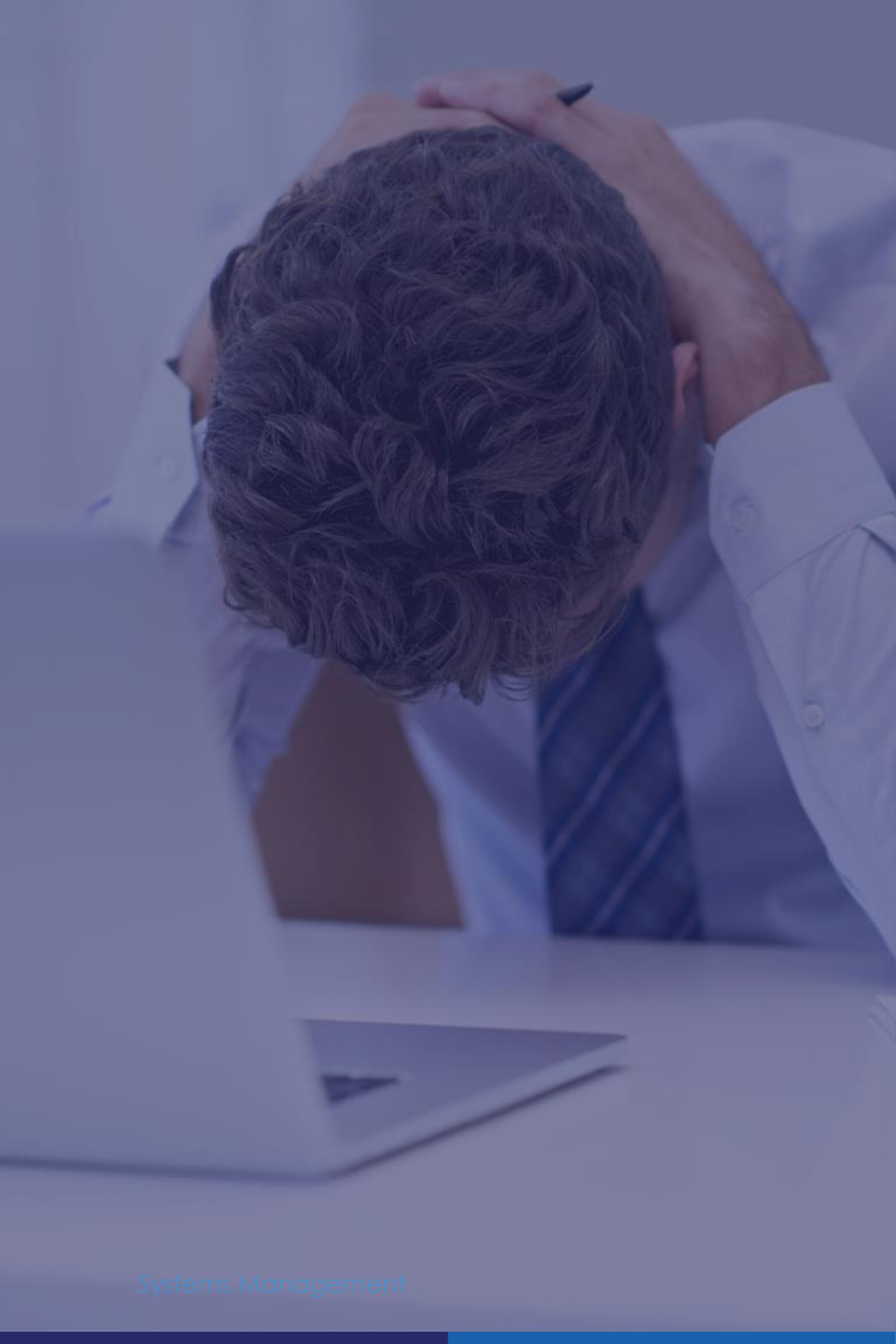


The objective of IT departments is to achieve **maximum efficiency** by managing the technical infrastructure

An IT department without permanent visibility into the status of your devices is doomed to operate in reactive mode putting out fires.

The company's goal is to achieve **maximum productivity** of their workers with the tools available

A workforce using devices which are updated and running smoothly is a more productive workforce.



## IT departments face a **greater complexity** in the management of IT infrastructure

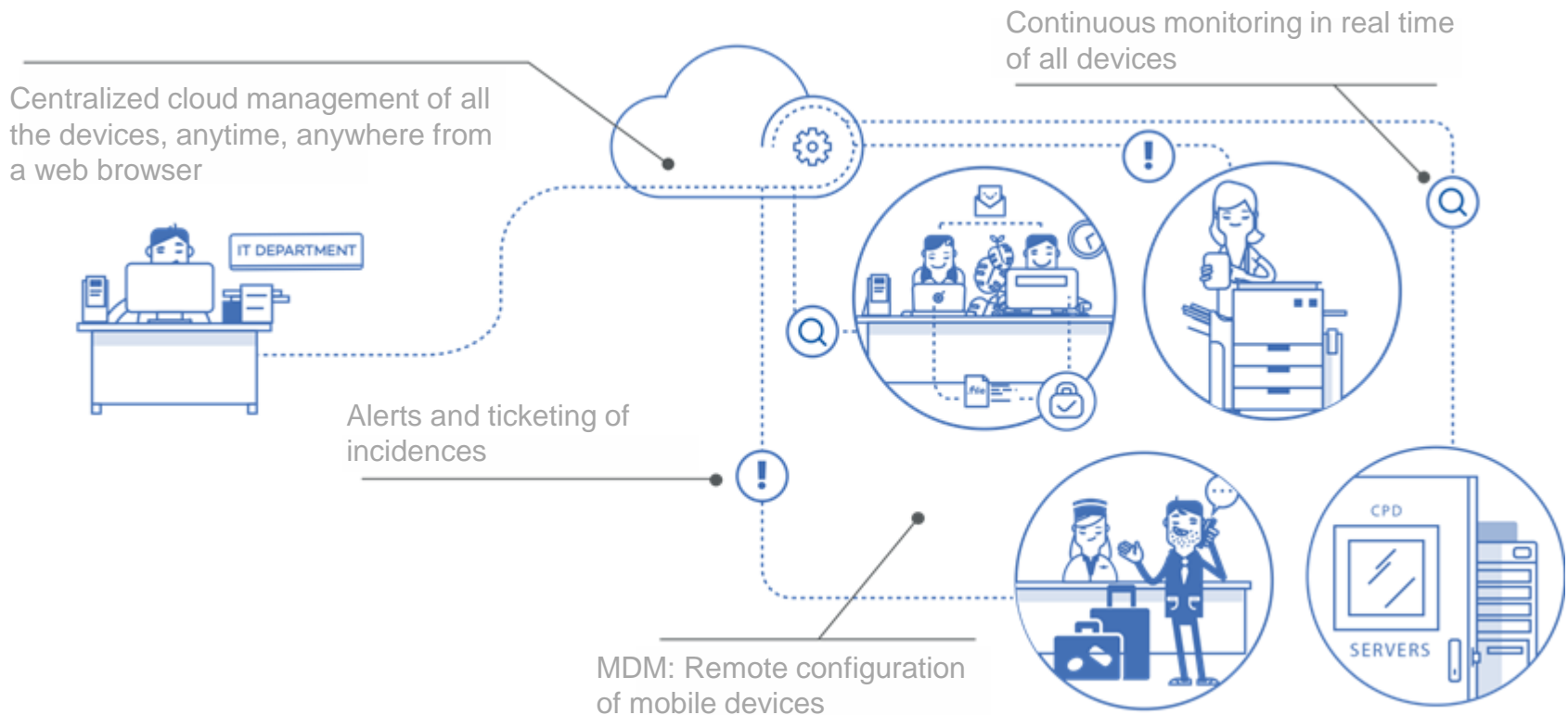
Managing a greater variety and number of devices attached to the network along with the increased mobility of users requires flexibility in problem resolution (anytime, anywhere). While equal or dwindling budgets available makes providing the management and support to become increasingly difficult.

The solution of problems becomes a mix of heterogeneous tools and procedures, activities of workers constantly interrupted and the IT department is relegated to the role of "firefighting".

# What is Panda Systems Management?

# What is Panda Systems Management?

It is a single tool to manage all devices centrally and wherever they are hosted in the cloud.



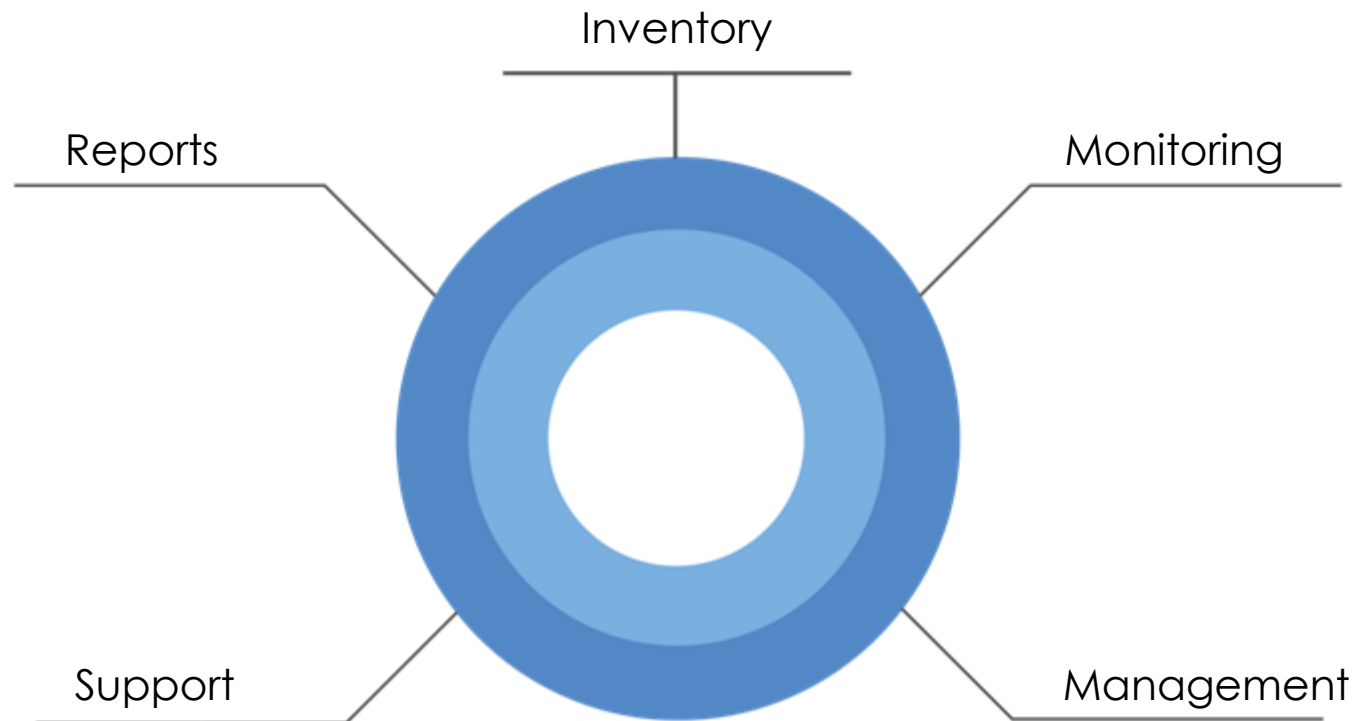
# “The virtuous circle”



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# “The Virtuous Circle”

The 5 steps to increase the efficiency using Systems Management



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# Asset inventory

## Installing the Agent

The first device installs the agent via email or direct download. Then, it is automatically installed in the other network devices, without user intervention.

## Log

Systems Management automatically takes inventory and registration of all hardware, software, new devices and updates across the network.

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# Monitoring devices

## Monitoring devices

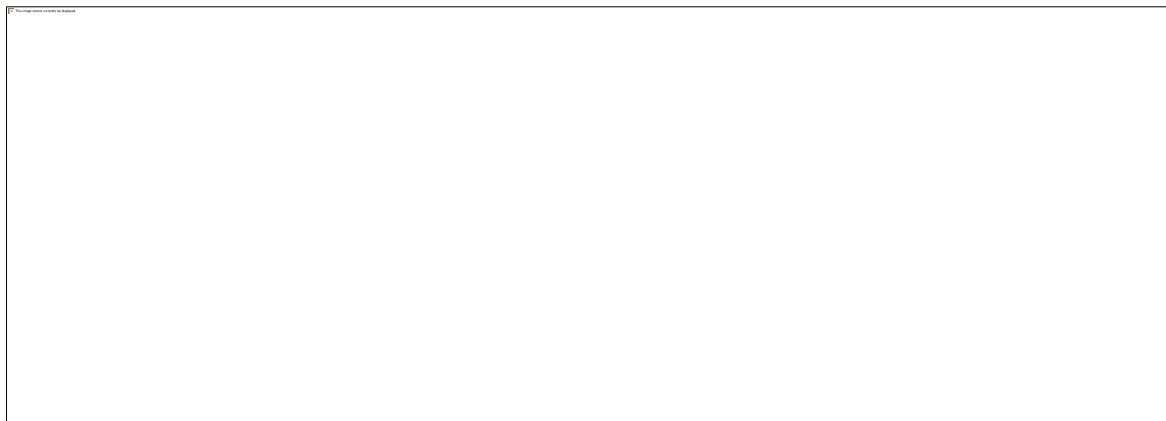
Memory consumption, CPU, storage, power off etc ...

## Monitoring servers

Monitoring of all active services offered over the Internet, such as message queues, fallen services etc ...

## Alerts & Tickets

If certain thresholds are reached an alert can be sent for proactive error detection.



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# Device Management

## Patch Management

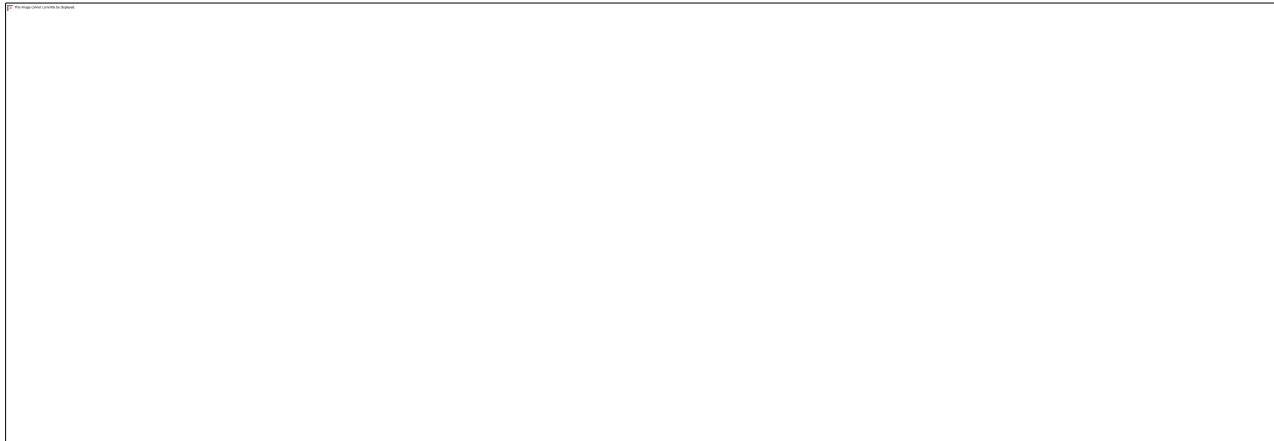
- Prevent the appearance or n of bugs and errors.
- Keep updated operating system.
- Gain stability with its patched devices.

## Software update & distribution

- Minimize problems installing the same version or n of each program for all users.
- Update the software simultaneously.

## Automatic fixes

Automate resolving common issues (lack of disk space, processes with high CPU consumption etc) with downloadable scripts ComStore. Run them automatically when an alert is received.



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# Support

Diagnostics and troubleshooting non-intrusive and seamless to the user

- Task Manager
- Event Viewer
- Log
- Download manager
- Command line
- Services

## Alternatively you can...

- Remote desktop
- Desktop share

# Information

Demonstrate the IT work done. Provide accurate data to measure the work performed

- Number of interventions
- Errors resolved and prevented
- Time spent

Pinpoint trouble spots

- Hardware and software not working correctly
- Users without technical skills or with different needs to the rest

Demonstrate ROI

- Fewer interruptions
- Fewer problems reach the end user
- Improved usage of resources assigned to the IT department

# Benefits of Panda Systems Management

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# Asset Management

## Take control of IT

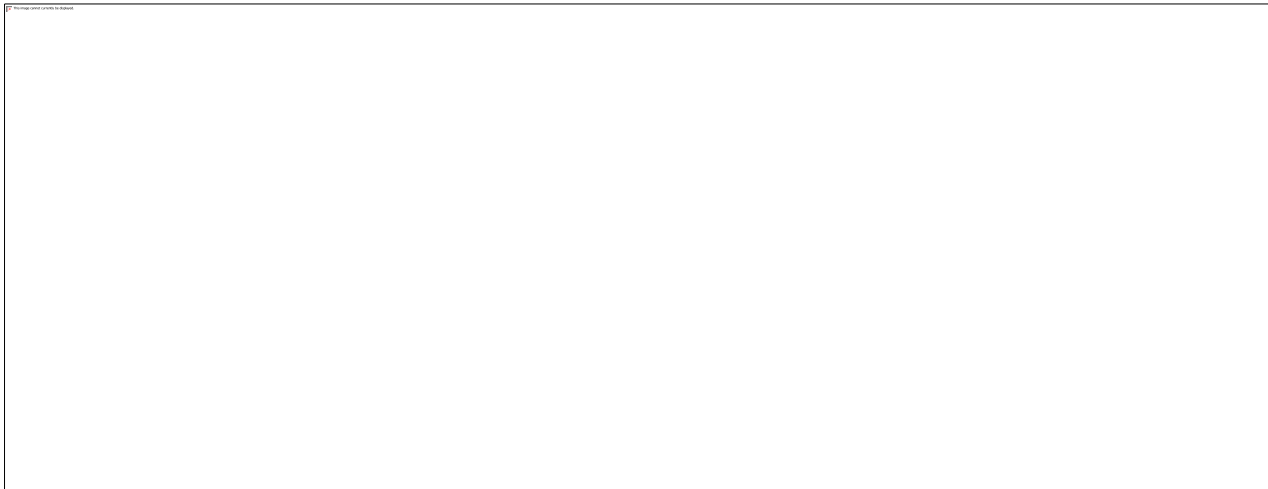
- Get granular visibility of all of the devices you manage.
- Keep up to date with your environment and the changes.
- Control licenses, compare how many are purchased with how many are actually used.
- Prevent dangerous activities not related to the business.

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# Minimize costs

## Reduce repetitive tasks and phone calls; be proactive

- Real-time warnings detect signs of problems before they become real problems.
- Automate repetitive tasks.
- Change logs show you information about each device.
- Patch management keeps all devices updated.



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# Centralized & simple

Manage all of your IT resources from a single web-based console

- The entire solution is hosted in the cloud.
- Management anytime, anywhere, wherever the user or network is.
- The tools are constantly updated and extended.
- Extremely light communications agent.
- Almost flat learning curve.



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# Demonstrate the work done

Evaluate the work done

- Show who has done what, with which device, for how long, etc.
- Demonstrate that downtime and time spent on support is reduced.
- Identify problematic hardware/software.



# Offer the best support

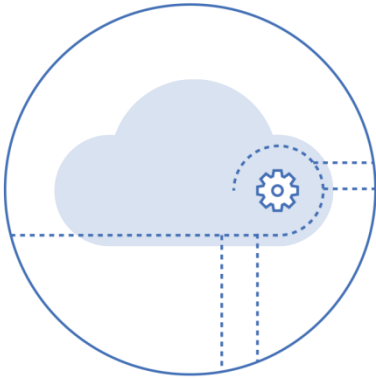
Proactive and non-intrusive resolution will dramatically reduce calls to support

- Monitor and offer support to all of your employees remotely.
- Use non-intrusive incident diagnosis and resolution to increase productivity.
- See where stolen laptops are and delete all sensitive data.





# Resources and infrastructure



## Hosted cloud service

It requires no additional infrastructure, only network connection and a browser to access the console.



## Very gentle learning curve

Intuitive and simple interface, with the options used just one click.



## Ultra lightweight Agent

Three MB in size, memory consumption and CPU barely noticeable. Minimum bandwidth consumption.

# Thank you!

